

***Amendments to the Claims***

**This listing of claims will replace all prior versions, and listings, of claims in the application:**

Claim 1 (currently amended): A method of comparing numerical survey scores based upon differing scoring response scales converting and comparing disparate numerical survey scores comprising:

receiving at least one first survey score based on a first response scale;

receiving at least one second survey score based on a second response scale; and,

converting each received survey score to a common response scale;

creating a first converted score by converting each first survey score to a common response scale; and

creating a second converted score by converting each second survey score to a common response scale.

Claim 2 (currently amended): The method of claim 1 further comprising; standardizing the number of responses.

standardizing the first and second converted scores.

Claim 3 (currently amended): The method of Claim 2 claim 1 further comprising; converting each received survey score to a primary mean score.

calculating a first primary mean score based upon the first converted scores; and

calculating a second primary mean score based upon the second converted scores.

- Claim 4 (currently amended): The method of claim 3 further comprising: resampling each primary mean score to form a mean score distribution;  
combining the first and second converted scores into one combined data set; and  
resampling the combined data set to calculate a mean score distribution.
- Claim 5 (currently amended): The method of claim 4 further comprising: providing statistical tests of differences between primary scores;  
providing statistical tests of differences between the first and second primary mean scores.
- Claim 6 (original): The method of claim 4 further comprising mapping individual scores from the mean score distribution.
- Claim 7 (original): The method of claim 6 wherein the mapped scores are transmitted to at least one service provider.
- Claim 8 (original): The method of claim 6 wherein the mapped scores are utilized for assessing at least one service or product provider's performance.

Claim 9 (currently amended): A computer software program tangibly embodied in a computer readable medium, the program including machine-readable instructions executable by a computer processor for performing a method of comparing numerical survey scores based upon differing scoring response scales product on a computer useable medium, for use in a data processing system for converting and comparing disparate numerical survey scores, the computer program steps product comprising:

first instructions for receiving at least one first survey score based on a first response scale;

second instructions for receiving at least one second survey score based on a second response scale; and,

third instructions for converting each received survey score to a common response scale.

creating a first converted score by converting each first survey score to a common response scale; and

creating a second converted score by converting each second survey score to a common response scale.

Claim 10 (currently amended): The computer program steps product of claim 9 further comprising: comprises instructions for standardizing the number of responses:

standardizing the first and second converted scores.

Claim 11 (currently amended): The computer program steps product of Claim 10 claim 9 further comprising: comprises instructions for converting each received survey score to a primary mean score:

calculating a first primary mean score based upon the first converted scores; and

calculating a second primary mean score based upon the second converted scores.

Claim 12 (currently amended): The computer program steps product of claim 11 further comprising: comprises instructions for resampling each primary mean score to form a mean score distribution:

combining the first and second converted scores into one combined data set; and  
resampling the combined data set to calculate a mean score distribution.

Claim 13 (currently amended): The computer program steps product of claim 11 further comprising: comprises instructions for providing statistical tests of differences between primary scores.

providing statistical tests of differences between the first and second primary mean scores.

Claim 14 (currently amended): The computer program steps product of claim 12 further comprising: comprises instructions for mapping individual scores from the mean score distribution.

Claim 15 (currently amended): The computer program steps product of claim 14 further comprising: comprises instructions for transmitting the at least one mapped score to at least one service provider.

Claim 16 (currently amended): The computer program of steps product 14 further comprising:  
comprises instructions for assessing at least one service or product provider's performance.